

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IN RE PATENT  
APPLICATION OF:

Lundy LEWIS

SERIAL NO.:

09/577,224

ATTORNEY  
DOCKET NO.:

019287-0317296

FILING DATE:

May 23, 2000

ART UNIT:

2143

EXAMINER:

David E. England

FOR:

METHOD AND APPARATUS FOR REACTIVE AND DELIBERATIVE SERVICE  
LEVEL MANAGEMENT (SLM)



**Mail Stop Amendment**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**Reply and Amendment**

Dear Sir:

In response to the Office Action dated **October 7, 2005**, Applicant respectfully submits the following Reply and Amendment.

**Amendments to the Claims** are reflected in the Listing of Claims beginning on page 2 of this paper.

**Remarks** begin on page 9 of this paper.

It is not believed that extensions of time or fees for net addition of claims are required beyond those that may otherwise be provided for in documents accompanying this paper. However, if additional extensions of time are necessary to prevent abandonment of this application, then such extensions of time are hereby petitioned for under 37 C.F.R. § 1.136(a), and any fees required therefore (including fees for net addition of claims) are hereby authorized to be charged to our Deposit Account No. 033975 (Ref. No. 019287-0317296).